



Human Performance Center Course Description

Principles of Effective Assessment & Evaluation

Objective

Provide structured supplemental training to DOE/NNSA personnel to present proven methods for planning, conducting, and documenting assessment results. Participants will gain an understanding of assessment tips and techniques and how to use and apply this information to enhance individual observation and interviewing skills.

Description

The program is planned in modules over a nominal 3-day period. The training will include group discussions, breakout groups, and practical exercises. The optimal class size is 20 (*no fewer than 16 or more than 24*). The curriculum, which is summarized below, will include role playing to enhance comprehension of the course material.

Classes will be conducted 8 hours per day with 1 hour for lunch.

Target Audience

The course can accommodate a broad spectrum of participants from various organizational levels and technical specialties. Participants may have varying degrees of assessment experience and should be involved in conducting assessments. Participants should have knowledge of DOE site/facility and contractor processes and a basic knowledge of applicable regulatory requirements, DOE orders and industry standards.

Module 1

Introduction (1 Hour)

- Course objectives and overview
- Ground rules and expectations

Module 2

DOE Safety Oversight Process (1 Hour)

- DOE Assessment Approach
- DOE Safety Oversight Model
- Relationship of CRADs, ISOP, SIP and CAMP

Module 3

Assessment Planning (4 Hours)

- Preplanning for assessments
- Document reviews
- Preparations for assessments
- Developing assessment plan and lines of inquiry
- Practical Exercise – Conducting document reviews and developing lines of inquiry

Module 4

Conducting Assessments (8 Hours)

- Conducting assessments – an overview
- Conducting observations of work activities
- Practical Exercise – Observation skill practice
- Practical Exercise – Preparing for and conducting interviews
- Performance based work observations

Module 5

Documenting Assessment Results (3 Hours)

- Data analysis and validation of facts
- Practical Exercise – Fact or impression
- Good practices and deficiencies
- Practical Exercise – Is it a concern?

Module 6

Written Products (4 Hours)

- Field notes, clarity and precision
- Writing a deficiency
- Practical Exercise – Writing a deficiency and group critiques

Module 7

Assessment Activities and Conduct (2 Hours)

- Management expectations and code of conduct
- Field activity preparation
- Staying safe, immanent danger and stopping work
- Practical Exercise – Difficult situations